

BATON ROUGE MAIN OFFICE INFORMATION

TELEPHONE TIPS:

Each telephone should be covered at all times----make arrangements with your co-workers; all sections should be covered during lunch. If you are leaving your office for a few minutes only, you can take your phone off the hook (press any # to avoid the annoying beeping) or be within earshot to answer, unless you have someone responsible for covering the phone.

Call Pick-up: Phones should be answered within 3 rings; if you hear another phone ringing, please answer it by dialing 102.

Call Forwarding: All phones have the capability of being forwarded. To forward your calls to another phone line, dial 72, plus the number (example: 72 + 3 + 4660).

When you “forward” your phone, stay on the line until the party answers telling them who you are and that you are forwarding your phone. If their line is busy (your phone is still forwarded), send an E-Mail that you have forwarded. This will enable the person to handle YOUR calls efficiently.

If you do NOT forward your phone and it rings more than 3 times, the Receptionist will get a digital display message that the call is not being answered. She may intercept it IF she is not busy with other calls, but it will continue to ring at your desk until answered, intercepted by the Receptionist or co-worker, or the caller hangs up.

Unforwarding: To unforward your phone line back to your desk, dial 73.

Transferring a Call: When transferring a phone call, please wait on the line until someone answers. If, after 3 rings, no one answers, get the call back by pressing the Flash Button twice and then take a message. Forward message to appropriate party by E-Mail.

VISITORS:

Inform the Receptionist either by phone, in person, or by E-mail message to RECEIPT of any visitors you may be expecting, giving her the following details: Date – Time – Name(s) of who are expecting. This will enable her to be prepared with the necessary sign-in sheets, etc.

ITINERARY INFORMATION:

To find the weekly location/schedule for field office staff, refer to f:\brmo\intiner\ (current year and week).

MAIL:

We use the State Mail Operations (or more commonly referred to as Messenger Mail) for the majority of our mail. Refer to:

Incoming mail is received at: approximately 9:00 a.m. and 1:00 p.m.

Outgoing mail is sent out at 9:00 a.m. and 3:00 p.m.

If you have a BIG mail-out (100 pieces or more) please advise the Mailroom at least 2 weeks in advance so that they can make sure the proper amount of postage is available. If you have any large mail-outs or heavy envelopes, please see that they are ready for the 9:00 a.m. pick-up.

The “trays” for the Field Offices and Securities Division are located in the Mail Room #238. The contents of these trays will be sealed and mailed at 9:00 a.m. daily.

CONFERENCE ROOM:

If you wish to reserve the conference room, please contact the Commissioner’s assistant for scheduling.

SMOKING ROOM:

Room 242 is the designated room for smoking.

KITCHEN:

The kitchen is to be kept clean at all times. Wash dishes or place them in the dishwasher promptly after use. Also, please remember to wipe the table, counters, stove, etc., after use.

Kitchen Duty: Each employee takes “1” week of Kitchen Duty (we have 50+ employees, so you will only have 1 week of duty per year). . .everyone uses the kitchen and 1 week a year is a small price to pay for the use of such a nice facility.

DAILY Kitchen Duty entails:

1. Washing any dishes left in the sink---EACH EMPLOYEE IS STILL RESPONSIBLE FOR WASHING, DRYING, AND PUTTING AWAY HIS/HER DIRTY DISHES, GLASSES, CUPS, ETC.
2. Putting away any dishes left in the sink or on the counter.
3. If YOU choose to use the dishwasher during your week, it will be YOUR responsibility to run the machine in the evening when it is FULL and empty and put the dishes away the next morning.
4. Wipe off tables and counter tops
5. Wipe out microwave oven(s).
6. Put dirty “cloth” dishtowels in bag on top of refrigerator.

If it is YOUR week and you are not here any day during the week, please make certain that you have a “buddy” who will be responsible as your back-up.

You are responsible for wiping up any spills that you make. For spills such as coffee or coke that may leave a stain on the carpeting, please notify Karen Nelms. The janitors will be asked to clean before the spot “sets in.”

Your cooperation in these matters will help keep our building clean and looking new thereby making it a pleasant environment in which to work.

COFFEE FUNDS:

At this time, \$3.00 a payday is charged for ALL the coffee you care to drink. Or, if you only drink occasionally, you can put \$.50 in the jar in the kitchen for each cup you drink. If you bring your own coffee, tea, etc., but use the sugar and/or cream, please contribute to the jar.